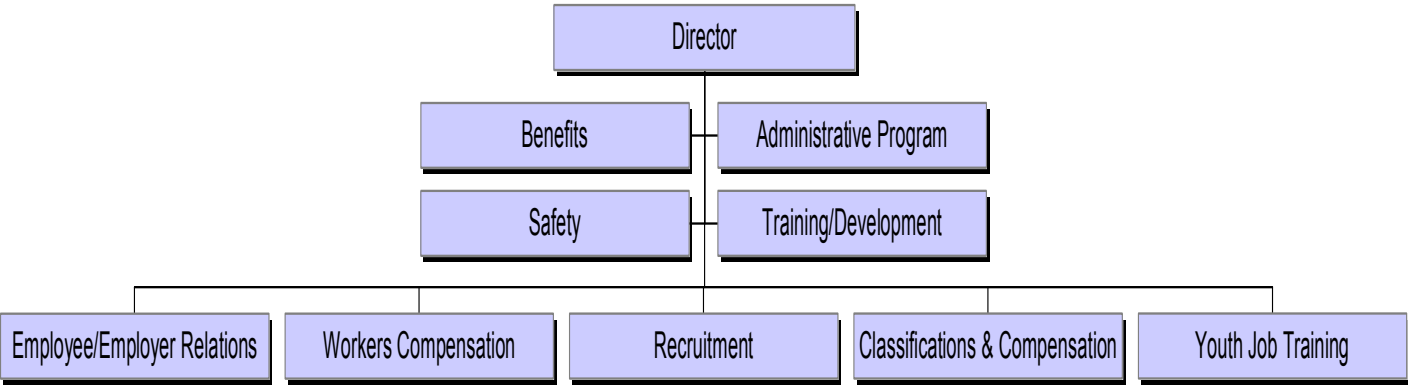


Human Resources



Description of the Service

The Human Resources Department balances service and regulatory requirements with 27.15 employees having responsibility for the selection, advancement, retention, and separation of employees; the recognition of exemplary employee service; and the provision of a safe working environment for all employees.

Traditional functions administered include: benefits administration, compensation, employee relations, employment, equal employment opportunity compliance, safety, training/employee development, and workers compensation.

Additionally, the department administers the Municipal Volunteer Program and special youth job training programs. Human Resources also works with the Police Department, other departments, agencies, community groups, non-profit organizations, commissions and citizens to administer the Outreach Component of Project BRIDGE gang intervention and prevention program.

Human Resources

Mission Statement

The mission of the Human Resources Dept is to administer a professional and effective Employment Program, Safety and Training Program and Benefits Program for the organization and general public, in order that the organization attract, retain, train and motivate a competent workforce. Also, to provide Awareness Programs to educate the general public on local government career options and public services to build good community relations and to establish a more informed applicant pool.

Major 2003/04 Priorities

- Implementation and education of supervisors related to compliance of expected law changes.
- Create a new look for the Insights Newsletter and include on City Intranet.
- Create a benefit summary statement informing employees of current benefit selection and cost prior to open enrollment for new plan year.
- Implement training to achieve compliance with Cal/OSHA standards, using the specialized expertise of outside trainers.
- Increase volunteer and intern program by 5%.
- Increase number of youth served by Project Bridge participants by 10%.
- Implement new Sigma Applicant Tracking System.
- Expand accessibility of classification / compensation information through the Internet to include job descriptions.
- Develop Human Resources Intranet web page to include Personnel Policies and Procedures, Employer/Employee Relations Resolution, and MOU's on both the Intranet and Internet.

Programs and Program Goals

FY 2003/04

Administrative: To provide policy direction/leadership/vision, administration and fiscal management to achieve program outcomes while complying with federal, state, local, and other requirements.

Benefits: To administer the City Benefits Program so that the plans provide maximum benefits for dollars spent, function as a liaison for City of Riverside benefits plan participants and provide education and information to employees about their available benefits.

Classification & Compensation: To provide departmental and citywide organizational studies and benchmark salary surveys for the organization to be a competitive employer based on defined labor markets and the ability to attract and retain a competent workforce.

Employee/Employer Relations: To negotiate, adopt, and administer agreements between the City and various employee groups/bargaining units and to provide dispute resolution activities from employees and the organization in order to promote effective communication and relations in the workforce.

Recruitment & Selection: To attract, test, and certify qualified applicants in compliance with federal, state and local regulations for the organization in order that departments may select high quality employees.

Safety Program: To provide coordination and oversight of state and federally mandated safety and environmental programs to ensure a safe and healthful work environment.

Training/Development Program: To provide skill, supervisory, professional development and safety training for current and new employees to improve their skills and enhance departmental effectiveness.

Workers Compensation Program: To provide timely and accurate workers compensation benefits for eligible injured workers and comply with federal, state and local regulations while mitigating costs to the City.

Youth Job Training/Career Awareness Programs: To provide job readiness training and career awareness opportunities to Riverside's young people to become employable citizens of Riverside.

Human Resources

Performance Measures

	Actual 2001/02	Estimated 2002/03	Target 2003/04
% of internal customers rating the overall services of the Human Resources Department as "good" or "excellent"	71%	80%	90%
% of customers rating benefit services as "good" or "excellent"	79%	89%	94%
% of workers compensation claims processed without penalty	98%	95%	96%
% of recruitments started within 5 days of receipt	N/A	100%	97%
% of positions filled within 60 days	N/A	92%	95%
% reduction in loss time injury rates	3%	4%	3%
% of participants rating training as useful and state they will apply their new learning on the job	N/A	85%	85%
% of participants who rated the job training program as being useful in finding gainful employment	N/A	80%	85%

Recent Accomplishments

- Completed an efficient and accurate process to file, retrieve, and maintain current employee personnel records, volunteer records, and various Human Resources files, utilizing the LaserFiche scanning system.
- Anticipate achieving 100 percent in opening all new recruitments within 5 days of receiving the approval of a draft job announcement from hiring supervisor.
- Anticipate achieving 92 percent in filling vacant positions within 60 days following receipt of the approved personnel requisition.
- Increased participation and interaction with supervisors/managers in employee disciplinary matters including reviewing and/or drafting disciplinary notices.
- Negotiated fee reductions with various medical providers to reduce costs to the city.
- Implemented WC AB 749 beginning January 2003.
- Developed new benefit options/plans based on the input of the Employee Insurance Committee and recommendations of the City's Benefit consultants.
- Implemented the Retirement Health Saving Plan (RHS). RHS allows prospective retirees to transfer unused sick, vacation, compensation time, holiday pay to a pretax account to help pay for health and dental related benefits on a pretax basis.
- Created universal health and dental enrollment/change forms that is easier to complete than vendor forms.
- Established enrollment/changes via Internet for health, dental, and vision providers.
- Implemented improved tracking of employee safety training information and used to coordinate and enhance future training sessions.
- Coordinate with outside vendors to conduct safety training to reduce potential liability from injury, equipment damage or OSHA citation.
- Developed six new written safety policies to remain in compliance with OSHA regulations.

Human Resources

Department Summary

Budget Summary	Actual 2001/02	Budget 2002/03	Approved 2003/04	Change
Personnel Services	1,533,465	1,888,980	1,875,160	-0.7%
Non-Personnel	3,808,637	5,644,397	6,999,039	24.0%
Special Projects	244,219	285,574	277,370	-2.9%
Equipment Outlay	16,737	0	0	---
<i>Direct Operating</i>	5,603,058	7,818,951	9,151,569	17.0%
Debt Service	0	0	0	---
Capital Outlay	0	0	0	---
Charge From Others	694,026	687,281	761,067	10.7%
<i>Gross Budget</i>	6,297,084	8,506,232	9,912,636	16.5%
Charge To Others	(2,527,710)	(3,004,946)	(3,055,124)	1.7%
Net Budget	3,769,374	5,501,286	6,857,512	24.7%

Expenditure Summary (Gross Budget)

Human Resources	2,108,141	2,562,689	2,680,497	4.6%
Community Relations	125,863	33,275	0	---
Benefits	293,292	442,257	374,627	-15.3%
Workers Compensation Trust	3,769,788	5,468,011	6,857,512	25.4%

Expenditure Total	6,297,084	8,506,232	9,912,636	16.5%
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Personnel Summary	27.04	27.54	27.15	(0.39)
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Program Summary